Iowa Statewide Interoperable Communications System (ISICS)
Standards, Protocols, Procedures

Standard Name:	**Notification for System Changes and Outages**		Date Created:		12/20/2018	
Standard Policy #	**4.8.0**	Section Title:	**Maintenance**		Status	ADOPTED
Approval Authority:	**ISICSB**		Adopted:	**1/14/2021**	Reviewed:	12/14/2020

1. Purpose or Objective

The purpose of this standard is to define the policy and procedure for notifications of system changes and outages that can have an impact to users of the ISICS Platform.

2. Technical Background

- **Capabilities**

Notification of planned and unplanned events that may impact normal function of the system, such as maintenance activities or outages, will allow Subsystem Administrators and their subscribers to prepare and react as needed. Examples of such events are:

- Agency transitions
- Radio Frequency (RF) site commission or decommission
- Changes to talkgroups and resources
- System upgrades and version changes
- Feature changes
- Unplanned downtime
- Equipment failure

- **Constraints**

With the current size of the system and amount of equipment involved, system events are common. Most of these events do not affect users of the system, due to the redundant nature of the design.

If the notification process is unnecessarily lengthy, it will be a barrier to performing scheduled maintenance activities and may hinder emergency repair efforts. However, unnecessary disruption

in the operational use of the system due to a lack of notification will create confusion for system users.

In unplanned outages, it is difficult to know long it will take to resolve an issue, and the bulk of time elapsed in resolving an issue is spent identifying its root cause.

E-mail notification is not a "guaranteed" level of communication.

3. Operational Context

Subsystem Administrators will be notified of outage and change activities that may impact their represented subscribers of the system once they opt-in to these notifications. It is highly recommended that Subsystem Administrators opt-in to receive these notifications and designate an alternate by contacting the Statewide System Administrator. The primary means of sending notifications will be through e-mail lists, Status Board, IOWA/NCIC System and, if necessary, a phone call.

The ISICSB and Statewide System Administrator will maintain two separate lists for this purpose:
1. ISICS Platform Notification list
2. ISICS System Administration list

It is also recommended that at least two individuals per agency register for each service by contacting the Statewide System Administrator.

4. Recommended Protocol/ Standard

Minimum programming requirements in ISICS Standard 1.7.0 shall be adhered to. If a system change affects talkgroups that would be included in ISICS Standard 1.7.0, the message shall be sent to all subsystem administrators and other stakeholders. StatusBoard shall be updated as soon as possible.

Effort should be made to clearly communicate any system changes to affected subsystem administrators.

5. Recommended Procedure

For planned system outages, a reasonable advance notice will be sent to the ISICS Administration list. For unplanned outages, a notice will be sent to the distribution list and posted on the "Site Status" tab in StatusBoard as soon as is practical.

Notification content shall include, at a minimum, the following information:

- **Time:** When work is scheduled to occur, or when the issue started
- **Place:** Where the maintenance activity, or outage, is occurring
- **Description:** A short description of the event in plain English

- **Impact:** A short description of which functionalities are impacted by the event
- **Contact:** Full contact info for the message sender, such as an email signature

For extended outages, update notifications will be sent upon any significant change of status or discovery of additional information affecting operation of the system. For system administrative changes that may affect subscriber operation, a message will be sent to the ISICS System Administration list.

Administrative message content shall include, at a minimum, the following information:

- **Description:** A short description of the change in plain English
- **Impact:** A short description of which functionalities are impacted by the change
- **Contact:** Full contact info for the message sender, such as an email signature

These notifications will also be posted on the "Site Status" tab in StatusBoard.

SYS-TECH talkgroups shall be used as a communications resource for maintenance activities as described in Standard 1.14.0 – "SYS-TECH Talkgroup".

6. Management

Additional costs associated with maintaining any notification services, such as costs associated with e-mail lists, will be paid by the ISICSB upon majority voting approval by its members.

ISICSB and the Statewide System Administrator will maintain opt-in mailing lists for the purpose of this standard.

This standard shall be maintained be the ISICSB.